

Overview & Benefits of Time Study

TimeStudy by Persimmony is the leading time study software developed to generate revenue for its customers. This white paper provides an overview of time study and outlines how your organization can benefit from TimeStudy.



Why Conduct Time Study?

A time study or time survey is designed to help organizations gain insight into how staff member time is being applied. Time study methodology is in compliance with OMB Circular A-87 as required by Medicaid Administrative Claiming (MAC).

A time study allows an organization to properly account for time and to allocate costs related to those activities and/or services that are performed by employees, thus assuring proper and efficient administration of your business.

Employees can track their day by any predetermined period of time; by the minute, by increments of minutes, fractions of hours or full hours, whatever segment of time that is required for compliance and/or statistical validity.

The time study has processes and procedures for determining the percentage of time an employee spends performing reimbursable services/or activities as defined by the organization or funding source against the amount of time an employee spends performing non-reimbursable activities. The statistical results of the time study demonstrate a true and accurate representation of the costs and subsequent staff time spent performing services and/or activities.

A crucial component to maintaining the validity of a time study is ensuring there are no instances of duplication. By each employee utilizing the same time study tracking method and documentation, consistency, efficiency, and validity are achieved.

In California, for counties and chartered cities, aka Local Governing Agencies (LGA), keeping track of time can be advantageous. LGA in California can participate in a variety of federal Financial Participation Programs (FFP) where the crux of their reimbursement is based on time study data. One of the most frequently used FFP programs is Medi-Cal Administrative Activities (MAA).

The federal Medicaid program is authorized through the nation's Social Security Act. Medicaid, or Medi-Cal, as it called in California, is a health insurance program that pays for a variety of health-related services provided to enrolled individuals and families.

MAA provides federal reimbursement for the cost of performing administrative activities that support efforts to identify and enroll potentially eligible individuals into Medi-Cal and to promote and assist with access to Medi-Cal covered services.

Where is MAA Applied?

There are four (4) types of MAA in California

1. County-based MAA (C-MAA),
2. Mental Health MAA (MH-MAA),
3. School-Based MAA (SB-MAA)
4. Tribal MAA (T-MAA)

Each type of MAA has its own set of policies and procedures for the implementation. The MAA program is administered by the state department of health care services (DHCS).

C-MAA and MH-MAA programs are administered through the county or chartered city. Programs performing MAA are reimbursed a portion of the certified public expenditures (CPE) expended by the governmental agencies.

Why Participate?

- It is an opportunity for your county, its programs and its community-based organizations to receive partial reimbursement for activities they are already doing.
- MAA reimbursements are unrestricted. There is no cap on reimbursement.
- MAA assures more members of your community are enrolled in Medi-Cal and are accessing Medi-Cal covered services improving the health of your community.
- MAA improves the delivery of Medi-Cal covered services for Medi-Cal beneficiaries in your community.

Examples of MAA:

- Outreach about Medi-Cal as a health insurance option
- Assisting people complete a Medi-Cal application
- Referring, monitoring and coordinating eligible people to a Medi-Cal covered service (E.g. doctor, dentist, mental health provider, substance abuse treatment) (Case Management lite)
- Organizing transportation for a client to a Medi-Cal covered service
- Program planning to improve access to and quality of Medi-Cal covered services
- Strategizing to improve and increase the health services systems serving Medi-Cal clients
- Policy development of Medi-Cal covered services
- Collecting, analyzing and reporting health care statistical data which is used to improve health systems used by Medi-Cal clients

MAA Participants

Programs that typically participate in MAA:

- Public Health Departments
- Probation Departments
- Veterans Services Programs
- Drug and Alcohol Treatment Programs
- Health and Human Services Programs
- Homeless Shelters
- District Hospitals
- Clinics
- Family Resource Centers
- Public Guardian/Conservatorship programs
- Adult and Aging programs
- Mental health programs
- Community Resource Programs
- Emergency Medical Services (EMS)
- First 5 California and similar early childhood programs

MAA Exclusions

MAA is not a direct service program. It does not reimburse for activities such as:

- Administering immunizations
- TB testing
- Family planning services
- Communicable disease investigation
- Direct patient care
- Education/Instruction regarding medical issues

MAA is for improving the access to Medi-Cal services. MAA does not reimburse for referrals to non-Medi-Cal programs, such as:

- SNAP benefits
- Education resources
- Vocational resources
- Housing resources

Contra Costa County, California - A Success Story

Revenue resources are cyclical in public agencies, vacillating from plentiful to lean. Such were the circumstances in Contra Costa County at the end of the '90's. Management was looking for revenue or having to face a round of cuts in programs.

In the Spring of 1999, a progressive Public Health Nurse, Sue Guest, was handed a binder in her new role as Public Health, Nurse Program Manager. Her direction was to grow the Medi-Cal Administrative Activities for Contra Costa County. At that time Contra Costa County was not claiming very much in MAA and they were facing a bad budget year for FY 99/00.

The claiming was far below what could be expected for a County with a population of approximately 1 million, nearly 24% of whom were Medi-Cal eligible. Contra Costa has its own county hospital, clinic system and managed care plan that served a large percentage of the Medi-Cal population. No one championed the MAA program.

Sue met with every program in the Public Health Department. She questioned each program manager regarding all staffing positions, what activities they performed, what was their funding, did they interact with the uninsured, and did they serve the Medi-Cal population. She met with the Health Services finance department accountant who prepared the MAA invoices trying to understand the impact of the time study on the MAA invoices.

The outcome was that in the first year Contra Costa County doubled its MAA revenue. In 2 years MAA revenue tripled. For many years they consistently claimed the same amount for the whole of Public Health and programs relied on their MAA revenue.

Contra Costa personnel worked with the Persimmony Software team to developing a time study that was computer based, user friendly and perpetual, and met the new federal mandate. More resources were allocated to the MAA program. On July 1, 2013, over 200 users went live with Persimmony TimeStudy on their computers. The result for that first year on Persimmony was a doubling of their prior MAA revenue.

In January 2014, Contra Costa brought on additional claiming units due to the expansion of Medi-Cal. They continually looked at new programs, even outside of Public Health, that would be a good fit for MAA. A significant addition was the Alcohol and Other Drug Services program as a claiming unit.

Contra Costa was getting reimbursed for work being performed every day. Not only did this work generate MAA revenue but it assured those who qualified for Medi-Cal received Medi-Cal. It expanded the reimbursement cycle, bringing even more revenue into the County's health system.

By FY 18/19 Contra Costa was claiming over \$6 million per year in MAA, with only 2 program employees and a part-time accountant managing the MAA program. Persimmony TimeStudy software made oversight transparent and quick. Contra Costa has maintained MAA revenue in the \$6 million plus range. TimeStudy helps access a reliable revenue stream that generally correlates to \$6 per member of the Contra Costa County population.

Today with the Persimmony TimeStudy software, any time study can easily be completed by your employees anywhere, anytime, and on any internet access device. The data is easily produced in reports necessary for MAA or other funding source invoicing.

Persimmony TimeStudy is an investment in success to replenish County general funds in lean times and enhance them in times of plenty.

Ready to learn more?

**Schedule a one-on-one demo
with a TimeStudy advisor.**

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Persimmony TimeStudy - Reimbursement Process Flow

